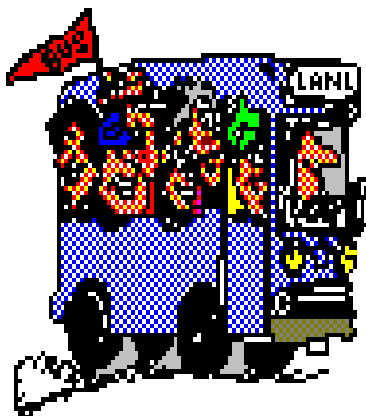


The BUStop

INITIATIVE

in-i-ti-a-tive (in-'ish-*t-iv) *n.* 1. The power, ability, or instinct to begin or to follow through with a plan or task; enterprise and determination. 2. An activity undertaken to achieve a positive change.

According to the BUS Division Business Plan, the Division's challenge is to be the preferred provider of services by its customers. In support of this challenge, the BUS-8 Business Teams are taking a "voice of the customer" approach in order to become customer focused in their goal setting and planning. Under the guidance and direction of Bennie Gonzales, BUS-8 Group Leader, Business Team members are meeting with internal Laboratory customers in order to find the answer to the question: What are the issues that customers have with regard to the financial, procurement, and property side of the house and what support are we providing that is or is not of value to our customers? "The great thing about the interviews," says Cindy Dworzak, BUS-8 BTL, "is that we are getting a Division wide perspective, not just management's view." Added Linda Robinson, BUS-8 BTL, "Our job is implementation of BUS Division policies to meet the needs of the Division. Unless we get the whole picture, we can't do our job." According to Dworzak and Robinson, the Business Teams are often the first line of contact with our customers, and therefore act as the liaison or communication link between technical Divisions and BUS policies. "Voice of the customer is the avenue for surfacing and communicating issues within the Divisions as they relate to BUS financial, procurement, and property products and services," says Robinson. The voice of the customer process is a systematic way to establish customer priorities. Armed with the VOC analysis, the business team can factor customer priorities into the Business Team's goal setting and performance planning. Customer driven goals and performance measures are part of the input for developing partnering agreements between BUS and its customers. This is one of several steps that are being taken to provide world class service to our customers.



Did You Miss Us?

BUStop has been out of circulation for a few months and has revamped its format a bit. Would you like to be more connected to what's happening around the Division? Do you have a concern, a success, news, or something that you would like to voice Division-wide? Tell us what's going on! We're hoping that BUStop will live up to its "motto" of *making the connection* by sharing information and keeping us all "plugged in" to what makes BUS Division tick. BUStop will be published on the first of every other month, via hard copy to all BUS group secretaries as well as on the Web under the BUS home page highlights (BUS newsletter). We're interested in knowing what would make BUStop meaningful, valuable, and fun for you. Please send any ideas, comments, questions, suggestions, or contributions to Jan Frensdorf in the Division Quality Support Office at 665-0464 or e-mail potp@lanl.gov. We need your input. *Dilbert calendar for the first person who gives ideas and can tell us what potp means.*

SAFETY FIRST!

Fire !!!!!!!! (almost)

The following really happened: Friday, 3 p.m.: Employees in an office area detect a faint smell of smoke, and wonder about it. Friday, 4 p.m.: Smoke smell is stronger. Workers in the area look around for the cause, but find nothing. Helpers from other areas also investigate, but no one can find where the smoke is coming from. Friday, 5 p.m.: The JCI custodial services supervisor of the evening crew continues to sniff around for the source. He opens a flipper door in one of the cubicles and smoke billows out. On the work surface beneath the flipper is a box of tissues, and under it is a coffee cup warmer, essentially a hot plate, turned on. Smoke from the smoldering box is filling the flipper cabinet above, and is therefore hard to trace to the source. The cup warmer is immediately unplugged and the smoking box removed. It seems that someone (not a resident of the cubicle) had tossed the box of tissue onto the warmer, hitting its "on" switch. We can easily imagine that if these events had begun just a few hours later, with no one around, the smoldering box would have eventually caught fire.

"The message is clear," says Steve McCleary, BUS Facility Manager. "Attention to safety is everyone's responsibility. Even the office areas have their hazards." Interestingly, Lorraine Segura, BUS ESH Officer, tells us that the three top safety problems in BUS Division are strains/lifting, slipping, and cumulative trauma disorder/carpal tunnel syndrome. Mr. McCleary believes that we could improve safety if people would just think before they act and begin to pay attention. Are you standing on a chair? Are you picking up a box improperly? Is your computer and keyboard ergonomically correct? McCleary recommends, "Ask yourself questions and consider the possible consequences before you act."

FEATURED ARTICLE

Laboratory Award Program

Beginning in March 1996, BUS Division will be participating in a Laboratory-wide DOE pilot award and recognition program. The objective of the program is to recognize outstanding individual and team contributions for their impact or significance of achievement above and beyond the normal scope of duties and responsibilities. "This program belongs to all of BUS," says Award Panel Chairman Bennie Gonzales (BUS-8). Employees are encouraged to submit their nominations to their Group Leaders for approval. When considering nominating an individual or team, Bennie suggests that the following question be answered: "If the particular achievement appeared in the monitor, would most readers judge it to be a significant accomplishment?"

The BUS Awards Panel is comprised of one representative from each of the BUS groups. Bennie encourages all of us to remember that "This is the first attempt by the Laboratory and DOE to respond to something employees have wanted for a long time: a bonus program. We know that the award program could be perceived as another 'flavor of the month' or 'favorite of the month' program. However, this is a good faith effort to provide an incentive to employees."

The Awards Panel will provide feedback to the Laboratory Human Relations Division, based on employee input. One issue that has already been raised is the need to find a mechanism to fund contractor recognition.

Employees are encouraged to give this program a chance and to provide input to their panel members in order to make it meaningful and equitable.

AWARD PANEL MEMBERS

Bennie Gonzales, BUS-8 Chairman
Tim Milligan, BUS-1
Cecilia Lujan, BUS-2
Joanne Roybal, BUS-3
Nancy Arendt, BUS-4
John Hernandez, BUS-5
Allen Wallace, BUS-6
Scott Larkin, BUS-7
Tom Short, BUS-DO

WE CAUGHT YOU DOING SOMETHING RIGHT

Great Job Travel! ✈

"I would like to express my appreciation and gratitude to some of the people in your travel office. Last Friday I found out that I would be taking Earleen Eden's place at a conference in Washington, D.C. It was a real fire drill to try and get everything changed at the last minute. CIC-6's secretary made all the arrangements and got me out of a meeting to go over to travel to get my stuff. I was told to talk to Frank. When I got there he had stepped out and I just asked the first person that was handy. In my haste I thought I had gotten everything that I needed and took off in my van pool for Santa Fe ready to leave Sunday morning early for the conference. At 5:20 p.m. my phone at home rang and it was the travel office. I did not have the right tickets, I still had Earleen's. I was so mad at myself for not paying better attention. What was I going to do at this point? The person from your office, I wish I could remember who it was, was wonderful she said don't you worry, one of us lives in Santa Fe. She'll bring you your tickets. About an hour and a half later here she was at my door in Santa Fe delivering my tickets. This is bending over backwards for your customer! You have a delighted customer. Please thank your staff or me, all who were involved, and give them a New Mexico Quality hero/heroine hug. I really appreciate the fact that they went the extra mile (more like 40)! **Thanks JOY LUJAN-PADILLA for your great support!**" From Dede Collins, CIC-6

QUALITY SUPPORT OFFICE

Greetings from the Division Quality Support Office. We are supporting a variety of initiatives around the Division related to communications, voice of the customer, customer surveys, process improvement, team planning, and training. We are maintaining a database of the Division's improvement efforts and results -- please let us know about your improvement initiatives, and how we can assist.

Kevin Holsapple, 5-1260
Spencer Hill, 5-6688
Jan Frensdorf, 5-0464

BMW Training



We caught you doing something right, too! Managers have been raving in the hallways about the BUS Managers Wizardry (BMW) Training that was developed by BUS-7's **JOSEPHINE CAFFREY**. Don Bryson was heard saying, "BUS-7 is making numerous contributions (e.g. FRS, TIPS, LIFT) to the Division. However, the BMW Training has the potential to increase productivity in BUS Division more than any other thing BUS-7 is working on." Josephine put together the full-day training in a matter of weeks in response to the need for managers to have a broad knowledge of Windows, Word, Netscape, and PowerPoint. The BMW training has been so successful that the Division Office intends on making it available to everyone in the Division who would benefit from it. After the initial pilot of the program, Josephine was extremely responsive to customer feedback and the need for changes even though the actual classes were to begin in 4 days! Thanks Josephine for your dedication and willingness to go above and beyond the call of duty.

DIVERSITY IN THE WORKPLACE

Workplace diversity is a key element of both the Laboratory and BUS Division's strategic plans. Diversity refers to the presence of differing cultures, languages, ethnicity, races, sexual orientations, religious sects, abilities, classes, ages and national origins of the peoples in an institution or setting such as a school, workplace, neighborhood, etc.

DID YOU KNOW THAT:

- * Hispanics are projected to be 15.7% of the new entrants in the work force by 2005
- * 68% of people employable with disabilities between the ages of 16 and 64 are unemployed
- * By 2000, roughly 80% of school children and 70% of pre-school children will have mothers looking for work or already working outside the home

DILBERT



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